

Watchdog Report for January 2008

Total Watchdog disputes received for the month:	342
Total licensee complaints filed during period - privacy related (TRUSTe Diagnosis)	164
Total Watchdog complaints that were closed for the month:	270
Privacy related issues: TRUSTe Diagnosis	
Unable to Unsubscribe	23
Email sent without permission	48
Shared personal information	31
Unable to close account	20
Unable to contact licensee	10
Unauthorized Profile with My Information	32
TOTAL	164

Resolution of Watchdogs (Closed)

Invalid complainant email	2
Changes required to the Site	2
Consumer withdrawal of complaint	4
Duplicate of open complaint	6
Non-privacy issue	101
No consumer response	14
PII deleted and/or Account closed	18
Unsubscribed	13
Consumer Education	24
Permission not granted	85
Licensee deactivated	1
TOTAL	270